

# FRESNO, CALIFORNIA

## CLASS SPECIFICATION

### UTILITIES CUSTOMER FIELD SENIOR

**FLSA STATUS:**

Non-Exempt

**CLASS SUMMARY:**

The Utilities Customer Field Senior is the third level in a four level Code Compliance Utilities series. Incumbents are responsible for serving as a lead worker, and for evaluating and recommending procedural updates, researching and assembling material for litigation, compiling and maintaining statistical data, and handling the more difficult customer service issues.

The Utilities Customer Field Senior is distinguished from the Utilities Customer Field Specialist by its responsibility for serving as a lead worker to other employees. The Utilities Customer Field Senior is distinguished from the Utilities Customer Field Supervisor, which has first-line supervisory responsibilities.

**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

**FRE-  
QUENCY**

1.	Makes work assignments, oversees the work of other staff, trains, prepares reports, and performs administrative tasks in the absence of the supervisor.	Weekly 20%
2.	Prepares and maintains a variety of records and reports detailing division activities and operations, including compiling statistical data.	Weekly 5%
3.	Provides advice and guidance in resolving problems with customer accounts.	Weekly 5%
4.	Receives and responds to a variety of complicated customer complaints, concerns, and/or other related items, including the development of non-routine and complex written communications.	Weekly 40%
6.	Monitors and maintains equipment and inventory to ensure efficient division operations; initiates and procures replacement items.	Weekly 5%
7.	Plans and coordinates meter routes.	Weekly 5%
8.	Develops and facilitates safety meetings and training session; evaluates reported hazards and issues service orders for corrective action.	Weekly 5%
9.	Evaluates, recommends, and implements updates to practices, policies and procedures.	Weekly 5%
10.	Researches and assembles material for litigation on delinquent accounts.	Weekly 5%
11.	Performs other duties of a similar nature or level.	As Required

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#### **Training and Experience** (positions in this class typically require):

- Associate's degree or sixty (60) units from an accredited college or university and two years of experience as a Utilities Customer Field Specialist are required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

#### **Licensing Requirements** (positions in this class typically require):

- Basic Class C License

#### **Knowledge** (position requirements at entry):

Knowledge of:

- Applicable tools and equipment utilized in assigned area or responsibility;
- Mathematical concepts;
- Customer service policies, principles and practices;
- Basic geography;
- Research methods;
- Delinquent account collection methods;
- Real estate financing alternatives and programs;
- Utilities services system operations.

#### **Skills** (position requirements at entry):

Skill in:

- Prioritizing and assigning work;
- Training employees in proper work methods
- Using computers and applicable software applications
- Reading and interpreting blueprints, schematics, and other technical drawings related to job duties
- Dealing tactfully with difficult people both telephonically and in person
- Using and maintaining applicable tools, equipment, vehicles, and hardware and software related to job duties
- Preparing and performing mathematical calculations
- Planning efficient routes
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Reading and interpreting blueprints, schematics, and other technical drawings related to job duties
- Applying researching methods
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

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#### **Physical Requirements:**

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

Incumbents will be subjected to extreme temperatures, travel, and environmental hazards.

#### **Note:**

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

#### **Classification History:**

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007

Reviewed by the City of Fresno

Date: 5/2008